

POSITION DESCRIPTION

Position Title:	Administration Officer	Directorate:	Infrastructure & Development
Position Number:	100379	Department:	Development
Employment Status:	Full-Time	Section:	Administration Hub
Employment Type:	Permanent	Location:	Chambers
Classification:	Grade 2		
Reports to:	Coordinator Development Administration		

PRIMARY PURPOSE:

The Administration Officer provides customer service and administrative functions for the Building, Plumbing, Environmental Health and Planning Sections.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Administration Officer** reports to the **Coordinator Development Administration** for all operational and management matters.
- The role is a key contributor to the Development Team and will liaise with employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the general public, developers, property owners and occupiers, development professionals, solicitors, State Government agencies and statutory bodies, visitors and contractors to the City of Glenorchy and other councils.

OUR VALUES:

We respect each other

We respect the skills, knowledge and diversity of our team mates
Everyone is heard and is valued
We care for the well-being and safety of each other
We check in on each other without being prompted
Listening and being listened to matters

We are trusted

I've got your back and you've got mine
We do what we say we will
We are empowered
Have honest and open conversations
We are trusting and trustworthy
We learn from our mistakes and share what we learn

Together we are better

Robust and thoughtful decision making together
Solving important problems together
We reach out to others and across teams for help
We collaborate more and handball less
Share our skills and knowledge

We deliver

We serve and stand up for our community
We knuckle down and focus on what matters
We are courageous and determined to find a way
We seek opportunities to continually improve outcomes and then we act on them

OUR CULTURE:

We foster and model a culture where:

- We **RESPECT** others and their viewpoints as being as important as our own.
- We trust and are **TRUSTED** by each other.
- We know that by working **TOGETHER** we achieve better outcomes.
- We take personal responsibility, and together we **DELIVER** for our community.

This is **OUR WAY** to achieve results through our people and teams to make Glenorchy a better place every day.

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Administration Support	To provide quality administrative support for the Building, Plumbing, Environmental Health and Planning Sections, whilst ensuring adherence to statutory time frames, namely: • Carrying out the registration, advertising, referrals and issue of permits and correspondence associated with those applications and appeals • To assist members of the public to meet the minimum requirements for lodging applications, including requests for further information • Manage basic departmental enquiries • Accept, register and maintain applications within Technology One • Issue and amend invoices • Follow up on unpaid application fees, when required • Maintain a register for Strata Title Applications within Technology One • Process Start Work Notifications and Authorisations when required • Research, retrieval and compilation of existing approvals and other documentation for residential and commercial plan requests • Responsible and accountable for creating, keeping and maintaining authentic, accurate and reliable records • Archive files as required maintaining file space • Ensure files are resubmitted as required for administrative matters • To maintain a register for the backflow prevention devices, prepare test reminder notices and mail out device registration invoices • To carry out other general administration duties within the Department
Customer Service	• Promote the positive image of Council as a whole • Ensure that a high standard of customer service is maintained to both internal and external customers • Engage, listen to and act where appropriate on feedback from our customers • Implement, evaluate and continuously improve quality systems and processes for the section
General	• Assist in the achievement of agreed outcomes consistent with department business plans and budgets • Perform any other duties as directed

Organisational Responsibilities

- Support and adhere to Council's policies and procedures, code of conduct and relevant acts
- The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:

- As per delegations schedule

KEY SELECTION CRITERIA:

1. Completion of Certificate III/IV in Business (Administration) or equivalent coupled with relevant administrative support experience in a professional office environment
2. A commitment to quality customer service, including fostering a culture of customer service excellence
3. Proven time management and organisational skills that ensures the timely and effective delivery of services and functions relevant to the key duties of the position
4. Demonstrated ability to work as an effective team member in a small discrete unit
5. The ability to effectively communicate, both written and oral, with a wide and diverse range of customers
6. High level of ability in the use of Microsoft Office applications, electronic record keeping systems and enterprise systems such as Technology One

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Manager Name:			
Manager Signature:		Date:	
Director Name:			
Director Signature:		Date:	

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	